

# The Florida LINK

The Newsletter of  
Florida Telecommunications Relay, Inc.  
Equipment Distribution Program

Spring/Summer 2003

**Mission:** To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.

## Up the Volume . . . and let the VCPS do the talking

The **Volume Control Phone for the Speech Impaired (VCPS)** is featured in this newsletter to help VCPS users understand the features and options on their phone. This is not a new phone. Although it looks like the Volume Control Phone for the Hearing Impaired (VCPH), it is a different phone.

### Volume Control Phone for the Speech Impaired (VCPS)\*

The VCPS amplifies the speaker's voice for louder and clearer calls. It is for individuals who have trouble being heard on the telephone or who have a speech impairment. The VCPS also allows the user to increase volume for an incoming call.

Let's look at features concerned with amplification first.

#### For speaking volume:

Look at the diagram of the phone on this page. At the bottom of the phone in the middle, you will see a button called **OUT VOL AMPLIFY (1)**. To the right and below this button is a sliding control called **OUT VOL (2)**. And to the left is the **IN VOL (3)** sliding control.

1. To make your voice louder, press the **OUT VOL AMPLIFY (1)** button and release it. Then slide the **OUT VOL (2)** button to the right to amplify your voice. Adjust it until the person you are talking to says he or she can hear you.
2. The amplifier will turn off automatically when you hang up the telephone. If you want the amplifier to remain at the most recent setting, slide the switch

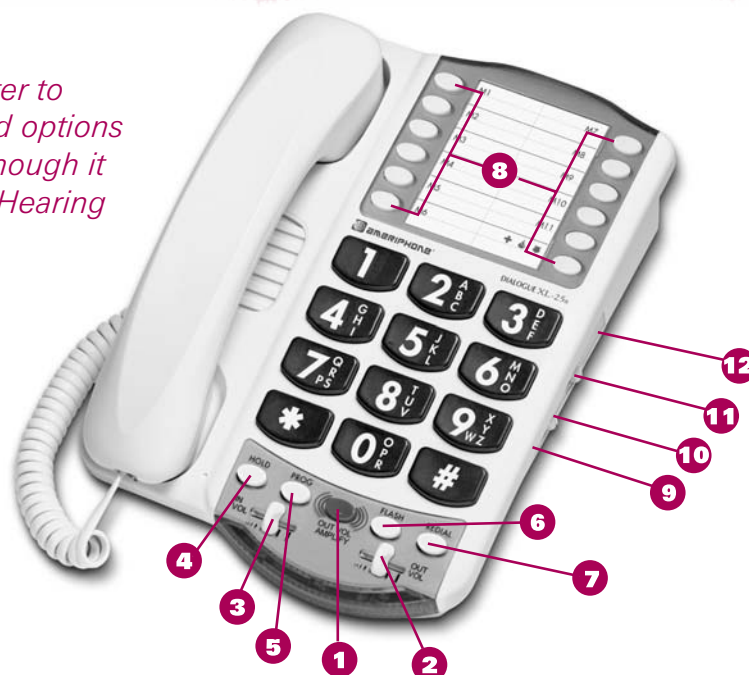
underneath the phone from Manual to Auto.

#### For listening volume:

3. To make the incoming sound louder, adjust the sliding control labeled **IN VOL (3)** to suit your hearing.

Now let's examine some of the other features of the phone. Look at the diagram again.

4. At the left bottom of the diagram is a button labeled



\*Relay service not required with this phone.

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### About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information on your telephone equipment and resources. This newsletter is mailed to everyone who has FTRI equipment. Should you have a change of address or equipment needs, please call FTRI Monday—Friday, 8:30 a.m.—5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (V) or 1-888-447-5620 (TTY)

**Florida  
Telecommunications  
FTRI Relay, Inc.**

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

<http://www.ftri.org>

continued from cover

**HOLD (4).** Press this button to put someone on hold.

5. Next to the **HOLD** button is the **PROG (5)** button. This is used to store numbers in the phone's memory. Here's how it works:

- Lift the handset and press the **PROG** button.
- Enter a phone number just as you would dial it.
- Press **PROG** again.
- Press one of the **MEMORY (8)** buttons to store this number.
- Hang up immediately.

The number is now stored into the memory button you selected. (Don't forget to label it so you will know whose numbers are stored where!)

You may program 12 numbers; the phone numbers may be up to 16 digits long. You may also change the memory numbers whenever you wish by using the same process.

6. Next to the **OUT VOL AMPLIFY** button is the **FLASH (6)** button. Press this button to access special services from your local phone company such as Call Waiting and 3-Way Calling.



## FTRI helps Florida residents who are hearing- or speech-impaired with specialized telephone equipment needs.

7. The last number **REDIAL (7)** button is beside the **FLASH** button. Press this button to redial the last number you dialed.
8. The last set of buttons is the **MEMORY (8)** buttons. (You are already familiar with these buttons.) Just press one of the **MEMORY** buttons to fast dial

a number you have entered into the phone's memory.

Now look below at the diagram of the side of the phone. You will see four switches:

9. The **DIAL (9)** switch allows you to set your phone to use either tone or pulse.
10. The **RINGER (10)** switch allows you to adjust the volume of your ringer. You may choose either OFF, LO, or HI.
11. The **RING TONE (11)** switch allows you to set the pitch of your phone ringer. You may choose LO or HI.
12. The **AUDIO OUTPUT (12)** jack allows you to connect your phone's audio output to an assistive listening device. To use this port, plug in a compatible auxiliary cable and connect it to your assistive listening device. Speak into your handset when you use the Audio Output connection.



## Acronyms/Abbreviations

Here is a list of acronyms or abbreviations you will frequently see used in the newsletter. You may want to keep this list to refer to.

### FTRI (Florida Telecommunications Relay, Inc.) Abbreviations:

- **ARS**—Audible Ring Signaler
- **ILA**—In-Line Amplifier
- **RDC**—Regional Distribution Center
- **TA**—Training Agency
- **TRS**—Tactile Ring Signaler
- **TTY**—Text Telephone, also known as a Telecommunications Device

for the Deaf or TDD

- **VCO**—Voice Carry-Over Phone
- **VCO/HCO/TTY**—Voice Carry-Over/Hearing Carry-Over/Text Telephone
- **VCPPH**—Volume Control Phone for the Hearing Impaired
- **VCPS**—Volume Control Phone for the Speech Impaired
- **VRS**—Visual Ring Signaler

### Florida Relay Abbreviations:

- **CD**—Could
- **CUL**—See you later
- **CUZ**—Because
- **GA**—Go Ahead

- **HD**—Hold
- **MTG**—Meeting
- **NBR**—Number
- **OIC**—Oh, I see
- **OPR**—Operator
- **PLS**—Please
- **Q**—Question mark
- **R**—Are
- **SHD**—Should
- **SK**—Good-bye
- **SKSK**—Stop keying
- **TMW**—Tomorrow
- **U**—You
- **UR**—Your
- **PC**—Personal Computer

**Telecommunication Connection****Toll-free  
Access Numbers****Dial 711 to use the Relay anywhere or continue using**

1-800-955-8770 (Voice) • 1-800-955-8771 (TTY)  
 1-877-955-8260 (VCO) • 1-877-955-5334 (STS)  
 1-800-955-1339 (ASCII) • 1-877-955-8773 (Spanish)  
 1-877-955-8707 (French Creole) 8-2 a.m. daily

**Relay Customer Service 1-800-676-3777 (English)**  
**1-800-676-4290 (Spanish)**

# OUTREACH

## Partners in Action...

**Business Partnership Program (BPP)**

In 2002, we kicked off our BPP and we are happy to announce that it has been a huge success. In our newsletter last year we listed only 15 BPP partners from 2 cities in Florida. This year that number has grown to 1,138 new BPP partners in 108 cities! So far, approximately 199,422 employees have been exposed to BPP training. Central and Southeast Florida are next on our lists of cities to visit.

We encourage you to let us know of businesses in your community that you frequent or would like to communicate with through the relay. If you know of such a business, call us at 1-888-292-1950, ext. 232 and give us the name of the business, its location, and phone number so we can contact it.

**Statewide BPP Partners**

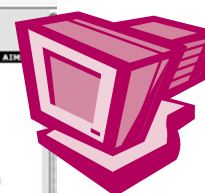
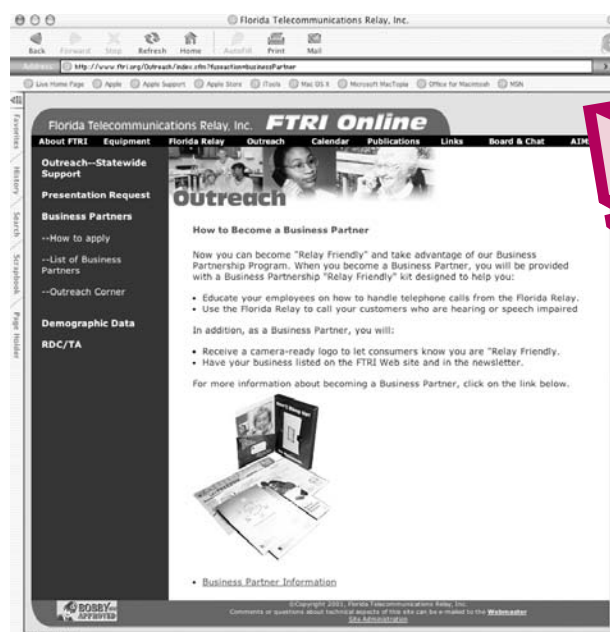
- AmSouth Bank Corporation, Tampa\*  
164 branches statewide including
    - Northwest Florida Region (31 branches)
    - Central Florida Region (57 branches)
    - Eastern Florida Region (76 branches)
  - Corporate Publix Super Markets, Inc., Lakeland\*  
625 stores statewide including
    - 568 current stores
    - 57 new stores planned
- \*Check your local area for the nearest AmSouth Bank branch and Publix Super Market.

**Altamonte Springs**

- Better Business Bureau of Central Florida, Inc.
- Ear, Nose, Throat & Plastic Surgery Associates

**Archer**

- Florida Association of the Deaf, Inc.



*To access the  
Business Partners  
page from **ftri.org**,  
select **Relay**, then  
select **Business  
Partners** from the  
side menu.*

**Atlantic Beach**

- Stockton, Turner & Co.

**Bayonet Point**

- Quantum Flash Web Design

**Beverly Hills**

- Citrus County Library System

**Boca Raton**

- Credit Consolidation Services

**Bonita Springs**

- Roy's Restaurant

**Bradenton**

- Art League of Manatee County, Inc.
- Deaf Service Center of Manatee/Sarasota, Inc.
- Holiday Inn Riverfront
- Manatee Chamber of Commerce
- South Florida Museum

**Brandon**

- Cellcor
- Comfort Keepers
- The Comfort Shoppe
- Greater Brandon Chamber of Commerce
- Insight Home Inspection, Inc.
- Ritz Camera Centers #539

**Brooksville**

- Tangerine Cove AIF

**Cape Coral**

- Cape Coral Bicycles

**Casselberry**

- Casselberry Senior Center
- Workforce Central Florida

**Clearwater**

- Clearwater Regional Chamber of Commerce
- Pinellas County Consumer Protection
- Re/Max Today
- Somers & Co. Salon & Spa

**Cocoa**

- Asbury Arms
- Brevard Community College
- Crestview Barber Shop
- Fair Housing Continuum, Inc.

**Cocoa Beach**

- Space Coast Center for Independent Living

**Coral Gables**

- University Pharmacy
- World Class Events-3 Seconds Marketing

**<http://www.ftri.org>**



**Crawfordville**

- Wakulla County Sheriff's Office

**Crestview**

- Charles W. Grayson, D.O., F.A.O.C.O.

**Crystal River**

- Advanced Family Hearing Aid Center
- Citrus County Property Appraiser
- Citrus Hearing Impaired Program Services
- Dan Gardner, Inc.
- Re/Max Realty One
- Seven Rivers Community Hospital
- Tropical Window

**Dade City**

- Circuit Court - Judge Wayne L. Cobb
- Citrus Chrysler Dodge Jeep
- Coldwell Banker - Britton & Associates, Inc.
- Downtown Dade City - Main Street
- The Edwinola

**Dania Beach**

- Dama Jai-Alai
- Dr. Keith Buchalter

**Daytona Beach**

- Carousel
- Daytona Beach/Halifax Area Chamber of Commerce
- Deaf & Hard of Hearing Services of Volusia/Flagler Counties
- Orient Express

**Deltona**

- Basik Shuttle

**Dunedin**

- Dunedin Chamber of Commerce
- Fantastic Sam's

**Ft. Lauderdale**

- Lucky Bamboo Collection by Roscoe

**Ft. Myers**

- Cummins Southeastern Power, Inc.
- Deaf Service Center of Southwest Florida, Inc.
- Edison & Ford Winter Estates
- Greater Ft. Myers Chamber of Commerce, Inc.
- Imaginarium Hands-On Museum
- Learning Express
- Lee County Library System
- Rawlings Realty
- Southwest Florida Regional Medical Center

**Ft. Walton Beach**

- City of Fort Walton Beach
- Greater Ft. Walton Beach Chamber of Commerce
- Healing America
- Pelican Real Estate

**Gainesville**

- Alachua County Equal Opportunity Office
- Alachua County Facilities

**Ghent**

- JD Handling Systems, Inc.

**Glen Cove**

- Walker/Ameriphone - A Division of Plantronics

**Goldenrod**

- IntelliTech Computers, LLC

**Gulf Breeze**

- Austin Auto Accessories
- Gulf Breeze Area Chamber of Commerce
- Kathy's Comfort Care
- Livingston Business Forms
- MediaCom
- Soft Rock 94.1

**Hialeah Gardens**

- Cummins Southeastern Power, Inc.

**Hollywood**

- Frames Gone Wild

**Homosassa**

- Barrier Free America
- Homosassa Springs Bank



*Call FTRI at 1-888-292-1950, ext. 229, to learn more about becoming a Florida Relay Business Partner, at no charge.*

**Hudson**

- Hudson Reformed Church

**Indian Harbor Beach**

- Riverwalk Hearing Center

**Inglis**

- Jenkins Hearing Aid Center

**Inverness**

- Citrus County Clerk of Court
- Citrus County Property Appraiser's Office
- Citrus County Tax Collector's Office
- ColorTyme
- Florida Low Income Housing Associates, Inc.
- Heinz Funeral Home
- Just Cruise & Travel

**Jacksonville**

- Blue Cross & Blue Shield of Florida
- Crazy Elliott's
- Cummins Southeastern Power, Inc.
- Destination Jacksonville
- Discount Pro-wear
- E-d Success.com
- Independent Living Resource Center of Northeast Florida
- Internal Revenue Service
- Jacksonville Chamber of Commerce
- Liberty Financial Real Estate Funding Corporation
- Stella's Piano Café
- Suntastic Better Living Patio Rooms

**Kissimmee**

- VIP Executive Services
- Workforce Central Florida

**Lake City**

- Bryan Water Proofing

**Lakeland**

- Central Florida Speech/Hearing Center
- Creative Memories
- Lakeland Automall
- Lanier Upshaw, Inc.
- Life Path Hospice & Palliative Care, Inc.
- Park Place Assisted Living
- The Ruthvens

**Largo**

- Dementia Caregiver Resources, Inc.
- Florida Suncoast Companions

**Lauderhill**

- AAA Auto Club, South

**Leesburg**

- Deaf Service Center of Lake & Sumter Counties
- Service First Auto Repair
- Workforce Central Florida

**Live Oak**

- Vivid Vision, Inc.

**Longwood**

- Black Bear Insurance Agency
- Paramount Financial, Inc.
- Safari's Hair Salon

**Lutz**

- Superior Water Conditioning, Inc.

**Maitland**

- FDA (Food & Drug Administration) Florida Administration Office
- Waddell & Reed Financial Services

**Melbourne**

- Artemis International
- Global Health Trax
- Goodwill Job Center
- Melbourne-Palm Bay Area Chamber of Commerce
- Social Security Administration of Brevard
- South Brevard Sharing Center

**Merritt Island**

- Beasley's Tuxedo/Limousine Service
- Montego Bay Trading Co.

**Miami**

- Unlimited Consulting & Associate Inc.

**Middleburg**

- R. Lee Enterprises

**Milton**

- ARC - Santa Rosa County
- Artworks
- Children's Services Center

**North Ft. Myers**

- Lochmoor Country Club

**Naples**

- Consel, Inc. of Florida

**New Port Richey**

- City of New Port Richey
- Mike's Jewelry

**New Smyrna Beach**

- Southeast Volusia Chamber of Commerce

**Oakland Park**

- League for the Hard of Hearing

**Ocala**

- Benco Insurance Planners
- Beneficial Hearing Center
- Cummins Southeastern Power, Inc.
- Elaine L. Patryn Insurance
- Evangeline Booth Garden Apartments

**Ocklawiah**

- New Dimensions & Associates

**Orlando**

- The American Legion, Department of Florida
- Beltone
- Catherine Booth Towers
- Community Service Center
- Cummins Southeastern Power, Inc.
- Ear, Nose, Throat & Plastic Surgery Associates
- East Orlando Chamber of Commerce
- Hispanic Chamber of Commerce of Central Florida
- June F. Kennedy, Ph.D. & Associates
- Orlando Regional Realtor Association
- Super Channel, WACX-TV 55
- VA Healthcare Center
- Workforce Central Florida

**Oviedo**

- Bobby Allison Wireless

**Pace**

- Weeks Realty, Inc.

**Palm Bay**

- First Pentecostal Church
- The Greater Palm Bay Chamber of Commerce
- The Smartlite Sign Company
- South Brevard Sharing Center
- Speedy Pac, Inc.
- Sport Shoe Mart
- Steamboat Carpet Cleaning
- Total Protection, Inc.

**Palm Beach**

- Northlake Optical/Hearing Aid Center

**Palm Harbor**

- Colleen Bratcher, P.A.
- Destination Finders
- Greater Palm Harbor Area Chamber of Commerce
- The PC Exchange

**Pensacola**

- Advanced Computer
  - All American Insurance Agency of Pensacola
  - Blessed Hope Communications
  - Charity Chapel
  - Christian Book Outlet
  - Coco Design Associates, Inc.
  - Connect Internet Services, Inc.
  - Council on Aging of West Florida, Inc.
  - Deaf & Hard of Hearing Services of Northwest Florida, Inc.
  - The Directory Link
  - E & P Associates
  - Emerald Coast Financial Group
  - Escambia County Tax Collector's Office
  - Excaliber Financial Services
  - Express Personnel Services
  - Franklin Printing
  - Gentiva Health Services
  - Gulf Coast African American Chamber of Commerce
  - Gulf Coast Financial Corporation
  - Gulf Power Company
  - Gulf Systems Associates of Florida
  - Haggerty Consulting
  - Hearing Associates of Pensacola, PA
  - Interbiz Business Systems/Perkins Enterprises
  - Kay W. Shaver Insurance Agency, Inc.
  - Naval Aviation Museum Foundation (IMAX)
  - Netta D'Andrea Tupperware
  - Network Telephone
  - No Sand Tans
  - Pensacola Area Chamber of Commerce
  - Pensacola Computer Repair & Technology (JC), Inc.
  - Pensacola Convention & Visitor Bureau
  - Pensacola Sports Association
  - Perdido Key Area Chamber of Commerce
  - Radio Shack Navy
  - Rebecca Hutton Photography
  - Sacred Heart Health System
  - Technology Home
  - Teleconex
  - United Cerebral Palsy of Northwest Florida
  - WEAR-TV
  - West Florida Medical Center Clinic/Audiology
  - Women's Business Center of Northwest Florida
- Pinellas Park**
- Dynamic Travel & Tours - Prestige Travel
- Plant City**
- Plant City Neighborhood Service Center
- Ponte Vedra Beach**
- Audibel Hearing Care Centers, Inc.
  - Sawgrass Marriott Resort & Beach Club
- Port Charlotte**
- Charlotte County RSVP
  - Femme Beauty Supply
  - Hearing Impaired Persons
- Port Richey**
- Bob Thomson Specialty Advertising
  - Deaf & Hard of Hearing Services of Florida, Inc.
- Port St. Lucie**
- Deaf Service Center of the Treasure Coast
- Punta Gorda**
- Accurate Accounting
  - Bayside Eye Center
  - Charlotte County Chamber of Commerce
  - Charlotte-Glades Library System
  - City of Punta Gorda
  - Punta Gorda Fire Department
  - Punta Gorda Police Department
  - Punta Gorda Records Department
  - Supervisor of Elections
  - Taylor Funeral/Cremation Services
- Rockledge**
- Devereux Family Care
- Ruskin**
- Ruskin Chamber of Commerce
- Safety Harbor**
- Safety Harbor Neighborhood Family Center
- Saint Leo**
- Saint Leo Abbey
- Sarasota**
- Duron Paints & Wallcoverings
- Sebastian**
- Riverwalk Hearing Center
  - Sebastian River Area Chamber of Commerce
  - Sebastian River Medical Center
- Seminole**
- Friends of the Deaf Service Center, Inc.
- South Daytona**
- Acorn Group, Inc. of Florida
  - Sunshine Park
- South Miami**
- South Miami Audiology Consultants
- Spring Hill**
- CindyLou Pool Service
  - Mariner United Methodist Church
- St. Petersburg**
- A Ability Locksmiths
  - Liberty Financial Real Estate Corporation
  - Lifetime Texture Coating
  - Mail Relief, Inc.
  - Patriot Medical, Inc. - The Sugar Free Shoppe
- Sun City Center**
- Wachovia Securities
- Sunrise**
- Play It Again Sports
- Tallahassee**
- ADA Working Group
  - American HomePatient
  - Area Agency on Aging for North Florida
  - Associated Industries of Florida
  - Budget Storage
  - Clearinghouse on Disability Information
  - CopyFax2000
  - Dianne Berryhill
  - FFAST, Inc.
  - Florida Public Service Commission
  - FSU/Speech & Hearing Clinic
  - Governor Martin's House - Florida Division of Cultural Affairs
  - Greater Tallahassee Chamber of Commerce
  - Mauldin's Towing, Paint & Body

- Messer, Caparello & Self, P.A.
- Modern Mailers, Inc.
- SRAC - Boy Scouts of America
- St. Augustine Plantation
- State of Florida, Enterprise Technology
- Wanda E. Carter Research & Information Services

**Tamarac**

- Center for Independent Living of Broward
- Peters Place Salon
- RC Hobbies
- Sugar Free Marketplace
- Tamarac Dental Place

**Tampa**

- Artmor Specialties
- Blessed Be Jewels
- Cass Plumbing, Inc.
- Christian Armory Bookstore
- Cummins Southeastern Power, Inc.
- Diabetic Support Agency/Tampa Medical Supply Inc.
- Encore Florist
- Global Financial Partners, Inc.
- Habana Hospital Pharmacy
- Henry B. Plant Museum
- Mortgage Lending Group
- Progressus Therapy, Inc.
- Residence Inn - Sabal Park
- Ron's Floral Studios
- Shaw Realty Group - Century 21
- Stuart's Tree Service
- Tragon's Office Products

**Tarpon Springs**

- Connie's BBQ
- O & R Catering

**Temple Terrace**

- Greater Temple Terrace Chamber of Commerce

**Titusville**

- Clear Hearing Center
- United States Alarms, Inc.

**Trinity**

- Sunset Mortgage Company, L.P.

**Valrico**

- Prudential - Robertson Realty

**Viera**

- Brevard County Board of County Commissioners

**Volusia**

- Chamber of Commerce of West Volusia

**Wachula**

- Ken's Security Products

**West Melbourne**

- Audibel Hearing Center
- Care Chiropractic & Wellness Center
- Ray Bovee Motors

**West Palm Beach**

- Deaf Service Center of Palm Beach County, Inc.

**Wildwood**

- Workforce Central Florida

**Winter Haven**

- Mariner Health of Winter Haven

**Winter Park**

- Best Western Mt Vernon Inn
- Center for Independent Living of Central Florida
- Ear, Nose, Throat & Plastic Surgery Associates
- Workforce Central Florida

**Winter Springs**

- Clear Water Products
- Quality Hearing Systems, Inc.

**Zephyrhills**

- Zephyrhills Chamber of Commerce







## Power Outage? Can I Still Use the Specialized Features on My Phone?

Yes, you can, if your batteries are not low.

As a safety precaution, always keep a set of batteries on hand for the VCPH, VCO/HCO/TTY, VCO, VCPS, and ILA equipment.

For TTY users, please do not attempt to change the batteries. Call FTRI for more information on changing these batteries at 1-888-447-5620 (TTY).

Depending on the type of phone equipment you have, check the following chart information on batteries so that you will be sure you have the appropriate batteries on hand and that you are not caught in a power outage with low batteries.

| Phone Type   | Special Notes  | Duration of Battery   | Indicator Light | Type of Battery             | Battery Included |
|--|--|---|-----------------|-----------------------------|------------------|
| <b>Volume Control Phone for the Hearing Impaired (VCPH)</b><br>             | Operates as a regular phone (without specialized features) with no power or batteries.   | 48 hours  | Low Battery     | 4 AA alkaline               | No               |
| <b>Voice Carry-Over/Hearing Carry-Over/Text Telephone (VCO/HCO/TTY)</b><br> | Battery backup saves settings and message changes during power outage.   | 45 minutes  | None            | One 9-volt alkaline         | No               |
| <b>Voice Carry-Over (VCO) Telephone</b><br>                                 | Requires power to operate.   | 4–8 hours   | None            | 4 AA NiCad (nickel-cadmium) | No               |
| <b>Text Telephone (TTY)</b><br>   | Batteries last longer if you turn off printer when using battery power. <b>Important:</b> Do not attempt to change the battery yourself. | 60 minutes  | Low Battery     | Contact FTRI                | Yes              |
| <b>Volume Control Phone for the Speech Impaired (VCPS)</b><br>            | Operates on telephone line power only. No external power needed.   | Optional battery for extra incoming ring indicator only. Normal usage 3–6 months. | Low Battery     | One 9-volt alkaline         | No               |
| <b>In-Line Amplifier (ILA)</b><br>  | When battery is drained, handset still operates if volume control switch is moved to minimum position.                                   | Normal usage 6–12 months  | Battery Working | One 9-volt alkaline         | Yes              |

## Speech Impairments in Florida

It is estimated that nationally 10 to 12 percent of the population has a speech impairment. However, Florida has a population that is somewhat unique. Here, the number goes up to 16 to 18 percent. We have many senior citizens who have moved here to retire, and this move-

ment has increased the number of individuals who suffer from communication disorders. Some of these disorders in senior citizens are caused by strokes, Alzheimer's disease, and dementia. Thus, the importance of providing these individuals with alternative means of interacting in

their environment so that they can become independent cannot be emphasized enough.

**Susan R. Snover, Ed.D., CCC/SLP**  
Program Director, Speech-Language Pathology Services  
Central Florida Speech and Hearing Center

### Florida Public Service Commission (FPSC)

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

**TO CALL THE FPSC**, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

**IF WRITING**, mail to  
FPSC  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
Fax: 1-800-511-0809  
FPSC home page:  
<http://www.psc.state.fl.us>

## From the Office

### Message from the Executive Director



Thank you for helping us get the word out about FTRI. As word about our services and equipment has spread, we have experienced amazing growth.

For example, last year our number of new clients grew to 26,129, a six percent increase over the previous year. We distributed 54,499 pieces of equipment and our total number of distribution services was 47,313.

We also now have over 35 locations where you can receive FTRI equipment and services.

Our product line is also growing. Qualified Florida residents who have undergone a laryngectomy can now receive a specialized telephone called TeliTalk. This special telephone comes with two accessories, including a handheld speech aid and a headset with an attached

microphone. The headset will allow a person to use the speech aid with one hand while freeing up the other hand for writing. To find out more about the TeliTalk, please contact the FTRI office at 1-800-222-3448 or visit our Web site at [www.ftri.org](http://www.ftri.org).

We believe that our growth is also a result of our dedicated staff. Two of our FTRI employees, Fran Burns and Brett Bascom, have celebrated their 10-year anniversary with us. Please join me in congratulating them. Thanks for a job well done!

We hope that the coming year will bring more growth as we strive to foster telephone independence.

*James Forstall*



### Board of Directors

Cecil Bradley  
*President*

Ann Shelfer  
*Vice President*

Becki Edmonston  
*Treasurer*

Nancy Schnitzer  
Harriet Eudy  
Stan Greer  
Tom McCabe  
*Directors*

Doc Horton  
*Legal Counsel*

James Forstall  
*Executive Director*

### Crystal River and Port St. Lucie Are Now Regional Distribution Centers (RDCs)

*And open to serve you!* Residents in the Crystal River and Port St. Lucie areas now have a place to go to receive FTRI equipment and services. The Citrus Hearing Impaired Program Services is located at 105 SE Highway 19(rear), Crystal River, FL 34429. The Deaf Service Center of the Treasure Coast at Port St. Lucie is located at Fountain Plaza, 10016 S. Federal Highway, Port St. Lucie, FL 34952. They are equipped with specialized telephones and ring signaling devices from FTRI to serve your needs.

These staffs are ready to provide you with equipment distribution, maintenance, training, and outreach presentations as well as instruction on how to use Florida Relay. FTRI's Equipment and Outreach Program services are provided **at no charge**.

### Regional Distribution Centers (RDC)

- |  |   |  |
|--|---|--|
| • Bradenton*<br>(941) 758-2539 (V/TTY)   | • Lakeland*<br>(863) 686-3189 (V/TTY)                           | • Port Richey*<br>(727) 816-1314 (V)<br>(800) 940-3323 (V)<br>(727) 816-1868 (TTY)<br>(800) 304-8238 (TTY) |
| • Cocoa Beach<br>(321) 784-2010 (V)<br>(321) 784-8777 (TTY)                      | • Miami*<br>(305) 560-2866 (V/TTY)<br>(305) 560-2779 (TTY)      | • Port St. Lucie*<br>(772) 335-5546 (V)<br>(772) 335-9966 (TTY)  |
| • Crystal River*<br>(352) 795-5000 (V)<br>(800) 801-0416<br>(352) 795-7243 (TTY) | • Oakland Park*<br>(954) 731-7203 (V)<br>(954) 731-7208 (TTY)   | • Seminole*<br>(727) 399-9983 (V/TTY)  |
| • Daytona Beach*<br>(386) 257-1700 (V)<br>(386) 257-3600 (TTY)                   | • Pensacola*<br>(850) 433-7128 (V/TTY)                          | • Tallahassee<br>(800) 222-3448 (V)<br>(888) 447-5620 (TTY)  |
| • Ft. Myers*<br>(239) 461-0334 (V)<br>(239) 461-0438 (TTY)                       | • Port Charlotte*<br>(941) 743-8347 (V)<br>(941) 743-9286 (TTY) | • West Palm Beach*<br>(561) 802-3353 (V/TTY)   |
|  |   | • Winter Park<br>(407) 623-1070 (V)<br>(407) 623-1185 (TTY)  |

\*Check for satellite offices.

If you have questions or need equipment, you can contact the RDC nearest you. If you live in an area not serviced by an RDC, call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

**FTRI Customer Service: 1-800-222-3448 (V) or 1-888-447-5620 (TTY)**

<http://www.ftri.org>





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## Speech-to-Speech (STS)

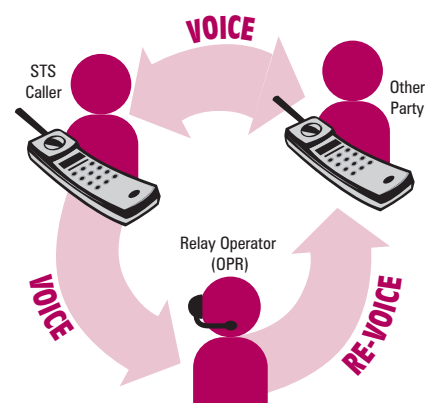
### A Brief History of Speech-to-Speech Relay Services

Until recently, many people with speech impairments were reluctant to use the telephone. They feared that they would not be understood, or worse yet, people would just hang up on them. All of that changed when Dr. Bob Segalman created a system called Speech-to-Speech (STS), which is available through Florida Relay. With STS, people who have speech impairments can now use the telephone worry-free.

Segalman explains how the system works, "I and other people with speech disabilities call toll free to reach an Operator (OPR). S/he places the call for me and repeats my words to the listener. The OPR voices what I say after every three to four words, a procedure I adapted from face-to-face-voicing."

When asked why he created STS, Segalman explains, "STS grew out of my own attempts to be understood over the telephone despite my cerebral palsied speech. Before STS, people would hear my labored speech and assume that I was a crank caller and hang up."

Users of the STS system say that it has changed their lives. Segalman asked one STS user if she would ever attempt the same calls on her own without STS. She replied, "Never in a million years!" Several employers of users say that STS improved on-the-job communication. As for Segalman, he says, "Next to getting married and earning my Ph.D., developing STS is the most exciting thing I ever did. Imagine my joy helping others overcome what had been my own greatest frustration!"



*To make a Speech-to-Speech relay call,\* dial 1-877-955-5334. The STS relay toll free access number can be programmed into your telephone memory for easy dialing. If you need assistance in using STS relay, call Sprint Customer Service at 1-800-676-3777 (English) or 1-800-676-4290 (Spanish).*

*\*VCPS phone not required to make an STS relay call.*